

**SUPPLEMENTAL INFORMATION DISCLOSURE
STATEMENT**

Case No.: 1
Serial No.: 09/420912
Applicant: J. A. Ford
Filing Date: October 20, 1999
Group Art: 2772

U.S. PATENT DOCUMENTS

*Examiner Initial			Date	Name	Class	Subclass	Filing Date
<i>RMB</i>	AA	5,335,269	08/02/94	Steinlicht	379	266	03/12/1992
<i>RMB</i>	AB	5,506,898	04/09/96	Costantini et al.	379	266	07/12/1994
<i>RMB</i>	AC	6,130,942	10/10/00	Stenlund	379	265	10/30/1998
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						

RECEIVED
APR 12 2001
Technology Center 2100

FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation
	AL	0 740 450 A2	10/30/96	EPC	H04M	3/50	
	AM						
	AN						
	AO						
	AP						

OTHER (including Author, Title, Date, Pertinent Pages, etc.)

<i>RMB</i>	AR	Hassler, K.W. et al., <u>Revolutionizing Definity Call Centers In the 1990s</u> , AT&T Technical Journal, U.S., American Telephone and Telegraph Co., New York, vol. 74, no. 4, 1 July 1995, pages 64-73.
	AS	
	AT	

EXAMINER*Rebecca M. Bachner***DATE CONSIDERED***1/22/02*

*Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609: Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.